



REMINDER: NEW PHARMACY BENEFITS MANAGER COMING 4/1/2021

As a reminder, AultCare is transitioning to a new Pharmacy Benefits Manager on April 1, 2021 (OptumRx). You have received multiple communications regarding this transition throughout the past several months.

For a seamless transition to OptumRx, please review the information below.

WHO IS OPTUMRX?



Aligned with many AultCare initiatives, OptumRx delivers value by assisting members with their medications in a safe and convenient manner. OptumRx evaluates your medications to ensure you have access to the medications you need at the most cost-effective price.

NEW MEMBER ID CARDS

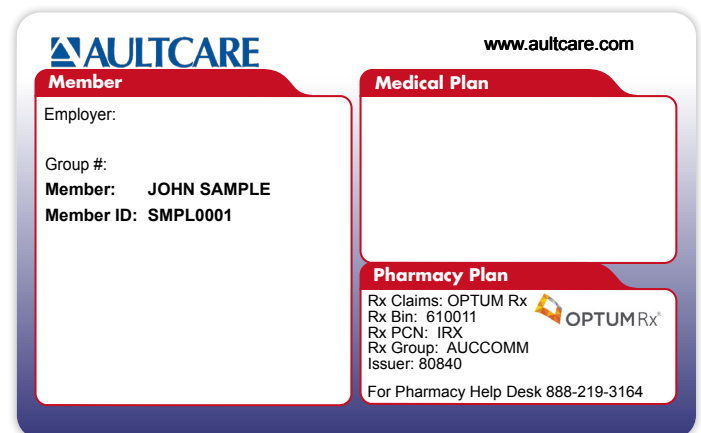
New member ID cards with your new pharmacy information will be mailed soon.

Due to the delays with the USPS, your new member ID cards are also available through your member portal or via the AultCare mobile app.

Visit www.aultcare.com or access the AultCare app on your mobile device and log into your account.

Click on the 'My Card' button. You are able to view, download, and print a copy of your most current ID card.

Always show your most current ID card at the pharmacy as it contains important new pharmacy information to process your prescriptions.



CONTACT US

330-363-6360 | 1-800-344-8858

www.aultcare.com



MAIL ORDER INFORMATION



If you are currently using the Express Scripts® mail order system, your prescriptions will automatically transfer and be filled through OptumRx's home delivery program.

Controlled substances will not be transferred and will require a new prescription.

If you choose to receive your prescriptions via mail order, please ask your physician for a prescription up to a 90-day supply, plus refills when appropriate. Below are the ways to place a home delivery order.

Online at www.optumrx.com | On the mail order form | By calling OptumRx 1-866-868-2372

Be sure to provide OptumRx with your preferred payment method. You may provide credit or debit card information.

SPECIALTY PHARMACY



Specialty medications will be transferred from Express Scripts to OptumRx. If you are currently using Gentry Specialty Pharmacy, there will be no disruption with your prescriptions. Refills will continue to be processed as usual.

As a reminder, any specialty medications must be filled at either Gentry Specialty Pharmacy or Optum Specialty Pharmacy. All specialty medications will continue to be limited to a 30-day supply.

UP-TO-DATE PHARMACY INFORMATION



For updated information regarding pharmacy documents, formularies, benefits, and specialty pharmacies, visit www.aultcare.com/pharmacy-services.

QUESTIONS?



Our pharmacy team is here for you. Please contact AultCare Customer Service at 330-363-6360 (1-800-344-8858) with your pharmacy questions. A representative is available Monday – Friday from 7:30 am – 5:00 pm.



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